

Appln. No. 09/991,096  
Amendment dated November 14, 2005  
Reply to Office Action mailed August 12, 2005

This listing of claims will replace all prior versions, and listings,  
of claims in the application:

**Listing of Claims** (deleted text being struck through and added text  
being underlined):

1           1. (Currently Amended) A system for remotely determining a  
2 user's out-of-box experience, comprising:  
3           a user information handling system ~~capable of detecting and~~  
4 ~~uploading~~ configured to detect and upload data related to characterizing  
5 the user's interaction with the user information handling system during an  
6 initial setup of the user information handling system;  
7           a network suitable for communicating uploaded data, wherein the  
8 network is connected to the user information handling system; and  
9           a remote information handling system connected to the network,  
10 wherein the remote information handling system is suitable for receiving  
11 uploaded data from the user information handling system.

1           2. (Original) The system of claim 1, wherein the user information  
2 handling system is capable of automatically uploading user interaction  
3 data.

1           3. (Original) The system of claim 1, wherein the user information  
2 handling system is capable of offering an opportunity to upload user  
3 interaction data.

1           4. (Original) The system of claim 1, wherein the remote  
2 information handling system a capable of correlating the uploaded data  
3 with the user information handling system's pre-loaded configuration,

1

Appln. No. 09/991,096  
Amendment dated November 14, 2005  
Reply to Office Action mailed August 12, 2005

1           5. (Previously Presented) The system of claim 10, wherein user  
2 interaction data is at least one of an occurrence of an event, a time  
3 interval between events, a user input "HELP" button utilization, a time  
4 period to load a program, an accessed program's name, an installation of a  
5 driver, a screen capture, a time period a dialog box is open.

1           6. (Original) The system of claim 1, wherein the user information  
2 handling system detects user interaction data as a background application.

1           7. (Previously Presented) The system of claim 10, wherein the  
2 user's interactions are detected for at least one of an initial boot-up, a  
3 specific number of boot operations, a time period, and after a program has  
4 been started a specific number of times.

1           8. (Previously Presented) The system of claim 1, wherein the  
2 network is an INTERNET.

1           9. (Original) The system of claim 1, wherein the user information  
2 handling system is capable of surveying the user.

1           10. (Original) A system for remotely determining a user's out-of-  
2 box experience, comprising:  
3           a user information handling system capable of detecting and  
4 uploading data related to the user's out-of-box interaction with the user  
5 information handling system during initialization;  
6           a network suitable for communicating uploaded data, wherein the  
7 network is connected to the user information handling system; and  
8           a remote information handling system connected to the network,  
9 wherein the remote information handling system is suitable for receiving  
10 the unloaded data from the information handling system.

Appln. No. 09/991,096  
Amendment dated November 14, 2005  
Reply to Office Action mailed August 12, 2005

1        11. (Previously Presented) The system of claim 10, wherein the  
2 network is an INTERNET.

1        12. (Currently Amended) A method for remotely determining a  
2 user's out-of-box experience with a user information handling system,  
3 comprising:  
4        providing the user information handling system with the capability  
5 of detecting data related to the user's interactions with the user  
6 information handling system;  
7        initializing the user information handling system including user  
8 interaction detecting capability, by the user;  
9        detecting, during the initializing by the user, data related to the  
10 user's interactions with the information handling system during  
11 initialization;  
12        compiling the detected user interaction data;  
13        uploading the user interaction data to a network;  
14        communicating user interaction data to a remote information  
15 handling system.

1        13. (Original) The method of claim 12, further comprising offering  
2 an incentive to upload user interaction data.

1        14. (Original) The method of claim 12, wherein uploading user  
2 interaction data is conducted automatically.

1        15. (Original) The method of claim 12, wherein uploading user  
2 interaction data is initiated by the user.

1        16. (Original) The method of claim 12, wherein detecting the  
2 user's interactions with the information handling system is conducted as a  
3 background operation.

Appln. No. 09/991,096  
Amendment dated November 14, 2005  
Reply to Office Action mailed August 12, 2005

1           17. (Original) The method of claim 12, wherein uploading  
2 compiled user interaction data is conducted after at least one of an initial  
3 boot-up, after a specific number of boot operations, and a time period.

1           18. (Original) The method of claim 12, further comprising  
2 surveying the user about information regarding at least one of  
3 demographic data and user opinion.

1           19. (Original) The method of claim 18, further comprising  
2 correlating survey information with user interaction data.

1           20. (Original) A method, comprising:  
2 detecting an initialization of a user when the user sets up a user  
3 information handling system;  
4 saving the initialization activity detected in said detecting step to a  
5 file;  
6 uploading the file to an originator of the user information handling  
7 system wherein the initialization activity of the user is correlated by the  
8 originator.

1           21. (Original) A method as claimed in claim 20, further comprising  
2 the step of correlating the initialization activity of the user, determining  
3 whether a change in the initialization is needed, and, in the event a  
4 change is needed, modifying an initialization process for new information  
5 handling systems in response to the analyzed initialization activity of the  
6 user.

1           22. (Original) A software system for remotely detecting a user's  
2 out-of-box experience, comprising:  
3 a computer-readable medium containing;  
4 a first software program capable of causing a user information  
5 handling system to perform a function; and

Appln. No. 09/991,096  
Amendment dated November 14, 2005  
Reply to Office Action mailed August 12, 2005

6 a second software program capable of causing the user  
7 information handling system to detect and compile the user's initial  
8 interactions with the information handling system performing the  
9 first software program;

10 wherein the second software program is a background  
11 application; and

12 wherein the second software program is capable of causing the  
13 user information handling system to upload the compiled data to a  
14 remote information handling system.

1 23. (Original) An apparatus, comprising:

2 means for detecting an initialization activity of a user when the user  
3 initializes an information handling system;

4 means for saving the initialization activity detected by said  
5 monitoring means to a file; and

6 means for uploading the file to an originator of the user information  
7 handling system wherein the initialization activity of the user is  
8 correlated by the originator.

1 24. (Original) An apparatus as claimed in claim 23 wherein the  
2 originator correlates the initialization activity of the user so that a future  
3 system can be configured in response to the correlated initialization  
4 activity of the user.

1 25. (Previously Presented) The system of claim 1, wherein the initial  
2 setup of the user information handling system comprises an initial boot-up  
3 of the user information handling system and establishing the user  
4 information handling system into an operating state by the user.

1 26. (Previously Presented) The system of claim 1, wherein the initial  
2 setup of the user information handling system is limited to an initial boot-

Appln. No. 09/991,096  
Amendment dated November 14, 2005  
Reply to Office Action mailed August 12, 2005

3 up of the user information handling system and establishing the user  
4 information handling system into an operating state by the user.

1 27. (Previously Presented) The system of claim 1, wherein the data  
2 related to the user's interaction includes a screen capture.

1 28. (Previously Presented) The system of claim 1, wherein the data  
2 related to the user's interaction comprises data about a time period that a  
3 dialog box is open during the initial setup of the user information handling  
4 system.

1 29. (Previously Presented) The system of claim 1, wherein the data  
2 related to the user's interaction comprises data about a time period between  
3 two designated events during the initial setup of the user information  
4 handling system.

1 30. (Previously Presented) The system of claim 1, wherein the data  
2 related to the user's interaction comprises data about a utilization of a  
3 "HELP" button during the initial setup of the user information handling  
4 system.

1 31. (Previously Presented) The system of claim 1, wherein the data  
2 related to the user's interaction comprises data about an error message  
3 displayed during the initial setup of the user information handling system.

1 32. (Previously Presented) The method of claim 12, wherein  
2 initializing the user information handling system comprises making changes  
3 to the user information handling system to conform to the user's  
4 specifications.

1 33. (Previously Presented) The method of claim 12, wherein the step  
2 of uploading the user interaction data to the network is initiated after a  
3 specific number of boot operations after an initial boot operation on the

Appl. No. 09/991,096  
Amendment dated November 14, 2005  
Reply to Office Action mailed August 12, 2005

4 user information handling system.

1 34. (Previously Presented) The method of claim 12, wherein the step  
2 of uploading the user interaction data to the network is initiated after a  
3 predetermined time period after an initial boot operation on the user  
4 information handling system.